



5003 S. Miami Boulevard, Suite 300
Durham, NC 27703

Susan A. Miller
Manager, Government and Regulatory Affairs
Phone 301-980-7079
susan.miller@ftr.com

November 1, 2019

The Honorable Jocelyn G. Boyd
Chief Clerk and Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

Re: Docket No. 2009-220-C. Frontier Communications of the Carolinas, LLC – Service Outage in Georgetown County.

Dear Ms. Boyd:

In compliance with the Public Service Commission of South Carolina Order No. 2019-755, below is the detailed report regarding the cause of the service interruption and what action is being taken now to remedy the outage.

On October 10, 2019, Frontier Communications of the Carolinas, LLC ("Frontier") became aware that multiple customers in the St. Luke Community of Georgetown County were without telephone service. Frontier had received two customer trouble reports the prior day and dispatched a field technician the morning of October 10, 2019. The technician determined that the cause of the outage was malfunctioning equipment, a Reltek Integrated Digital Loop Carrier unit, located on County Road S-22-6 just south of the Community. The work was reassigned to a central office technician, who determined that additional customers were impacted and began efforts to restore the Reltek equipment. During the following week, when all normal processes that would usually result in restoration failed, the technician engaged Frontier's Network Reliability team to work in tandem with him to trouble shoot the problem but was unable to find and fix the cause of the malfunctioning Reltek equipment.

While onsite technicians and remote network specialists continued efforts to restore the equipment, Frontier's Engineering and Operations managers began identification and evaluation of alternate means of restoring service. Several options were determined to be potentially feasible and efforts to enable those options were initiated in parallel, with the focus on ultimately employing whichever option would restore service the most quickly. The fastest, but temporary, option to ship working parts from another state for the existing equipment was implemented the morning of October 31, 2019 but was ultimately unsuccessful. By that time, equipment for what Frontier determined to be a viable permanent solution was expected to be delivered later that day. Frontier technicians began work to replace the Reltek equipment with Tellabs UMC1000 Digital Loop Carrier technology as soon as it was delivered on site that evening. Installation of the UMC1000 equipment is ongoing but Frontier expects to


Page 2

have a more specific estimation of the exact date of service restoration by mid-day on November 1, 2019. Frontier has absolutely no reason to believe that date will be any later than November 4, 2019, and hopes to report that restoration will occur before then.

Frontier has already provided an initial month's credit to each of the impacted 21 customers. We plan to reach out to each individual customer once the service interruption has been fully resolved to ensure that the customer has working service. We also plan to provide additional credits to the customers, which we intend to discuss with them at that time.

Please let me know if Frontier can provide additional information regarding this matter.

Sincerely,



Susan Miller

c: Counsel of Record
Ms. Dawn Hipp
The Honorable Ronnie A. Sabb
The Honorable Carl L. Anderson
The Honorable Sel Hemingway